

MINUTES  
WINNEBAGO COUNTY EMERGENCY BOARD  
204 S. FIRST STREET, ROCKFORD IL  
September 14, 2021

**I.**

**II. CALL TO ORDER**

Meeting was called to order at 9:01 a.m. by Todd Stockburger.

**III. ROLL CALL**

Present: Todd Stockburger, Gary Caruana, Adam Truman, Joe Corl, EJ Dilonardo, Don Shoenlin, Don Carlson, Chuck Lynde, and Michele Pankow  
Guest: Elizabeth Russell, Mark Karner, Justin Anderson, Todd Hughes, Jeanine Kaplan, Kurt Whisenand, Gus Gentner and Eric Apitz  
Absent: Joel Hallstrom and Carla Redd

**IV. MINUTES**

Chairman Stockburger asked for a motion to approve the minutes. **Motion:** Chuck Lynde made a motion to approve minutes; Chief Corl seconded motion. Motion carried by a unanimous vote.

**V. FINANCIALS**

Financials were reviewed. Todd Stockburger explained that lengthy “Munis” financial reports are included electronically in the ETSB packet, but they are not printed for Board packets—unless requested by a particular ETSB member(s). However, the shorter financial report (generally, 1 page) is printed and the shorter version is included within the ETSB packets. Todd further explained that if an ETSB member has a question about a particular line item or purchase, ETSB Business Manager Elizabeth Russell is able to provide detail from the Munis report. **Motion:** Chuck Lynde made a motion to approve the financials and Gary Caruana seconded the motion. Motion carried with a unanimous vote.

**VI. NEW BUSINESS**

**August, 2021 Call Volume/Answering Report**

The call volume report for Rockford 911 was reviewed and Gary Caruana asked about the County report. Todd explained that the County report was not submitted for the ETSB packet, but it could be included during the October, 2021 meeting. Personnel from the County 911 Center are waiting to schedule and participate in a class through Solacom on how to obtain various reports, including monthly call-volume/answering reports.

Todd gave an update pertaining to the remodel at the County 911 Center, and beginning Monday, September 13, 2021 all personnel from the County 911 Center started working from Rockford's 911 Center. And beginning early November, 2021, personnel from Rockford 911 will work from the County 911 Center while the city Center is remodeled.

### **September ETSB Elections**

There was discussion about annual elections for ETSB Chairman and ETSB Vice-Chair. Todd gave a historical overview; Chief Bergsten was the ETSB Chair and Todd Stockburger was the vice-chair for 2021. Due to Chief Bergsten's retirement, Todd became the acting-Chair from June, 2021 through September, 2021. Joe Corl made a motion to nominate Todd Stockburger as vice chair and Gary Caruana seconded. Prior to the vote, Chuck Lynde asked for clarification about ETSB seats being held by Rockford and further inquired about Rockford votes. Chuck Lynde also asked if a Board member could be a non-voting member and mentioned changing by-laws to enable non-duly appointed members, who attend from the same entity, are able to vote in lieu of a full-time ETSB member's absence. There was discussion about the make-up of the ETSB; Todd Stockburger offered to e-mail information to all Board members about the make-up of the ETSB, he suggested that the Board could set the appointment of the Chair and Vice-Chair over until the October 2021 meeting, and offered to ask ETSB Attorney Kelly for clarifications. Chuck Lynde emphasized that he was okay with Todd Stockburger being voted in as Chairman, and Chuck only wanted clarification from the by-laws as far as who is appointed to the Board and whether it is permissible for a voting member to send someone in their place—and vote. Gary Caruana asked Todd Stockburger to verify; Todd agreed. The Board unanimously agreed to table Chair and Vice-Chair appointments until October 12, 2021 meeting.

### **Solacom Support Services**

Todd Stockburger explained that Winnebago County C.I.O. asked to speak and give an overview of the Solacom outage that impacted the County 911 Center from August 10, 2021 through August 17, 2021. Eric Apitz, County Network Engineer, was also present and he gave an overview of the 911 Outage—in conjunction with comments from C.I.O. Gentner's about the outage. Solacom was unable to provide in-person support for the outage. C.I.O. Gentner expressed concern and frustration about the lack of Solacom support and their ability to offer resources for the 911 outage. Further, C.I.O. Gentner also questioned the validity of the Solacom service agreement. As such, C.I.O. Gentner wanted to make sure the entire ETSB was aware of the 911 outage, the lack of immediate support from Solacom, and the provision in the Solacom Service Agreement for financial reimbursement. Todd Stockburger asked 911 Business Manager Elizabeth Russell if she had any additional information or updates. Elizabeth mentioned that Solacom has not yet invoiced for the last few months since the 911 Centers have been using Solacom equipment and further stated that she is working toward setting up a

meeting with Solacom to discuss the contract, invoicing, and the credit. The outage was discussed with Solacom, and the contract was referenced. Elizabeth does not believe any Solacom invoice(s) should be paid because of the financial provision when maintenance deadlines are not adhered to. Todd Hughes (City of Rockford IT Director) talked about holding Solacom accountable while he expressed frustration for the lack of support and emphasized the need for redundancy throughout the phone system. A conversation about Solacom, redundancy, accountability, and phase-2 followed. Joe Corl asked if a Solacom representative would attend our next ETSB meeting to provide first-hand information and clarifications about their phone system. Gary Caruana commented and questioned the timeframe for phase-2. Todd Stockburger said he would contact Solacom to see if the company would send a representative to attend the October 12, 2021 ETSB meeting—and suggested calling a special ETSB meeting if a Solacom representative is unable to attend on October 12, 2021. C.I.O. Gentner thanked the Board for their time and listening to his overview.

#### **City of Rockford Refund Check**

Elizabeth Russell shared information with the Board about a billing discrepancy where the city was inadvertently double-billed for salaries since January, 2021 but the matter has been rectified. The refund has been issued for an amount of \$54,318.27. Todd Stockburger gave credit to Elizabeth for realizing the oversight.

**Winnebago County 911 Tower Lights:** Due to the height of the tower at the County 911 Center, the FAA requires lights for that tower, which needed to be replaced for a cost of \$7,050.17. The light has since been replaced and the expenditure will be covered by ETSB.

#### **ETSB Rules and Procedures**

Since there is a provision to review our rules and procedures annually, during the September meeting, it is timely to discuss updates. There is a need to amend number 2 in the rules and regulations to accurately reflect our meeting time. The existing rules and procedures reflect a meeting time of 7:30 am. However, ETSB meets at 9:00 am, so that change should be updated. Number 10 was added to include the need for expenditures that are more than \$500 to go through the 911 Business Manager. Number 4 has information about voting rights for duly appointed members. It was agreed that the Board would not vote on any of the updates until the October 12, 2021 meeting to make sure number 4 of the Rules and Procedures does not conflict. **Motion:** Adam Truman made a motion to set over amendments to Rules and Procedures; Don Shovelin seconded the motion. Motion carried with a unanimous vote.

### **CAD Management Committee Proposal**

Since the CAD system is shared between the City and County, the idea of a CAD committee has been discussed—similar to the RMS Governance Board—to meet monthly for purposes of discussing matters related to CAD – such as upgrades, operational decision to make together as a group. Chuck Lynde asked about the authority of the Committee and Elizabeth answered that it would only be for purposes of managing the software and would not have purchasing authority because that would have to go through the ETSB. Chuck Lynde asked to lay this item over until the October 2021 meeting so he has a better understanding. **Motion:** Gary Caruana made a motion to lay this item over until October and Chuck Lynde seconded the motion. Motion carried with a unanimous vote.

### **CueHit Public Safety Customer Service Survey Software**

Todd Stockburger explained that this software was discovered during the annual APCO conference. A link to the CueHit software was sent to ETSB members in advance of today's meeting. Elizabeth gave an overview of CueHit, where Todd talked about the ability for the CueHit software to serve as a tool for quality assurance/quality improvement as it relates to 911 personnel. This customer service survey software may be sent out via a text message, which ties into the CAD system by looking at each call and each call-back number. CueHit is customizable, which may be utilized for 911 service, fire responses, and/or police responses. This software also works with records management and it can be configured to send notices about estimated times of arrival and it can send updates to victims and witness, for example. The cost is \$18,500.00 for a county-wide initiative, which includes all agencies—police and fire. However, Elizabeth also explained that if the software were only used for City and County 911 Centers, the cost would be \$11,000.00 annually. There is a “dashboard” for each individual agency and only that particular agency is able to “see” their own calls. The cost would come from the 2022 ETSB budget and it is a year-to-year commitment without a lengthy contract. Gary Caruana asked about the next step; Elizabeth explained next steps and after additional discussion, Todd Stockburger called for a motion to purchase the full version of CueHit, not to exceed \$18,500.00.

**Motion:** Gary Caruana made a motion to purchase the full version of CueHit for \$18,500.00 and Don Shoenlin seconded the motion. Motion carried with a unanimous vote.

## **VII. OLD BUSINESS**

### **PSAP Remodel Updates**

911 Business Manager Russell gave an update for the remodel at the County 911 Center to include various costs by vendors—Wilson at \$57,000 for lighting, Miller Engineering at \$77,000 for cable and Rock River Valley Painting at \$13,000.00. County 911 Director Jeanine Kaplan also shared

information about the remodel. Elizabeth noted that the remodel is over budget about \$33,000 and briefly discussed the impending remodel for the City 911 Center.

#### **NG911 Project Update**

This item was discussed during “New Business.” There was a request by EJ Dilonardo for ETSB members to receive the Solacom Agreement. A discussion about the Agreement continued for a few minutes. Todd said he would send the Agreement to ETSB members via e-mail.

#### **Telephone Line update**

This is an ongoing process. No new information at this time.

#### **CAD/RMS Governance Agreement & Rules Committee Update**

City IT Director Hughes shared information about the most recent meeting—which occurred after the monthly Chief’s meeting at the County Justice Center. Todd Hughes discussed the Agreement and stated that the by-laws were ratified. A chairman, vice chairman and secretary was elected during the most recent meeting. Todd Hughes also noted that Boone county and Belvidere are interested in joining the consortium; no definitive information.

#### **County 911 – Fire Dispatch – Update**

Gary Caruana said there is progress with Loves Park and North Park Fire Departments as far as exploring [dispatch] possibilities. There was discussion about Mercy quitting dispatch services. Joe Corl said Javon Bea said dispatch services will continue.

There was a brief discussion about which salaries may be covered by ETSB funds.

Todd offered condolences for Sandy Stansell due to the recent passing of her mother.

### **VIII. NEXT MEETING AND ADJOURNMENT**

The next meeting is scheduled for Tuesday October 12, 2021 at 9:00 a.m. – Rockford Fire Headquarters/Commissioners Room-204 S. 1<sup>st</sup> Street, Rockford, IL 61104

**Motion:** A motion was made by Don Shoevlin to adjourn at 10:20 a.m. and seconded by Don Carlson. Motion Carried.